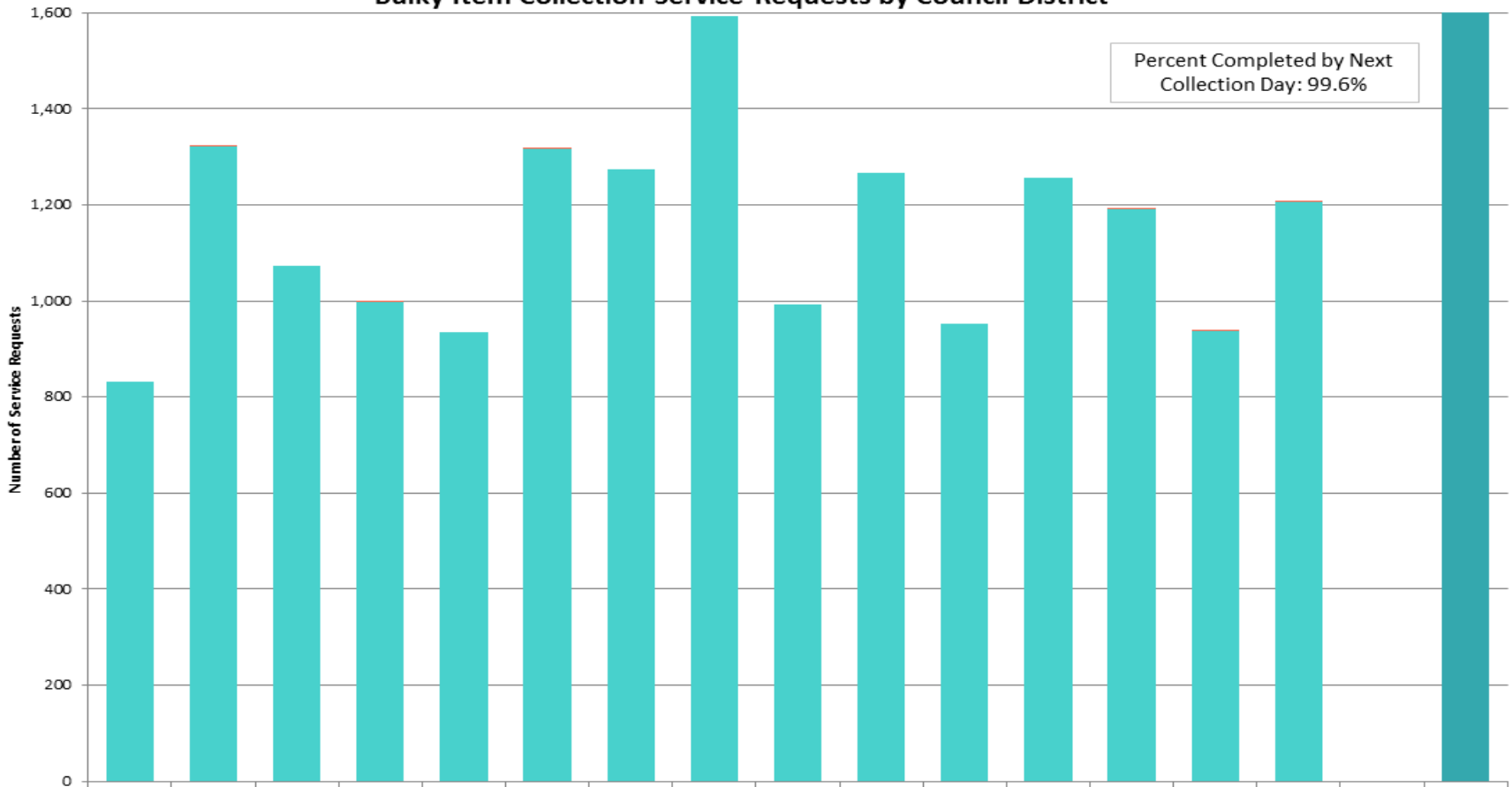
environment LA SANITATION CITY OF LOS ANGELES

Weekly Snapshot July 14, 2019 - July 20, 2019:
Bulky Item Collection Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	833	1,325	1,074	998	934	1,318	1,274	1,594	992	1,266	952	1,257	1,193	940	1,207	17,157	3,431
Pending/Open	0	3	0	1	0	1	0	0	0	0	0	0	2	2	1	10	2
Closed	833	1,322	1,074	997	934	1,317	1,274	1,594	992	1,266	952	1,257	1,191	938	1,206	17,147	3,429

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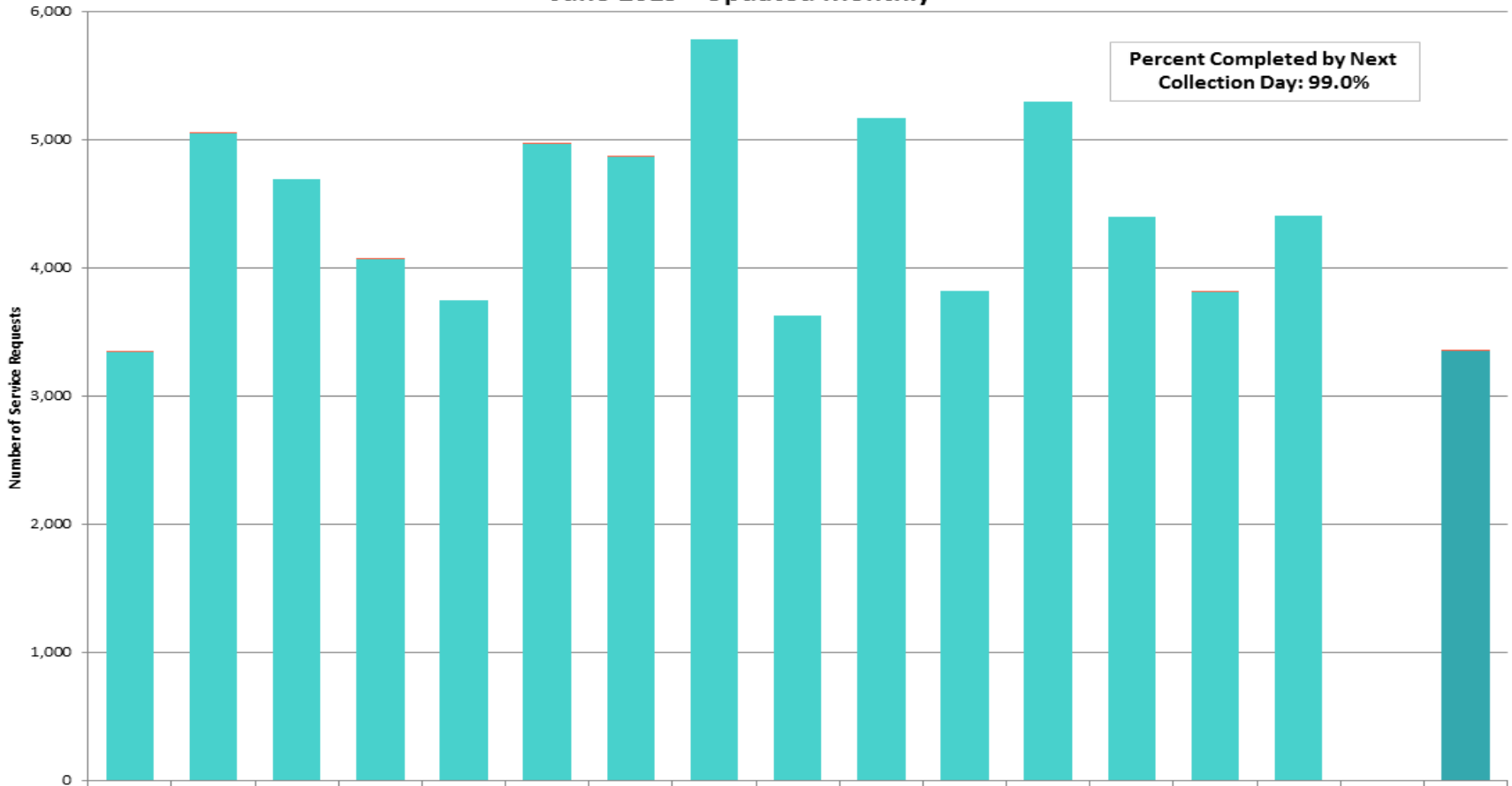
Bulky Item Collection Service Requests by Council District
June 2019 - Updated Monthly



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	3344	5051	4687	4067	3748	4973	4872	5783	3628	5166	3816	5297	4395	3807	4406	67040	3352
Pending/Open	1	5	0	2	0	4	4	0	0	0	0	0	0	1	0	17	1
Closed	3343	5046	4687	4065	3748	4969	4868	5783	3628	5166	3816	5297	4395	3806	4406	67023	3351

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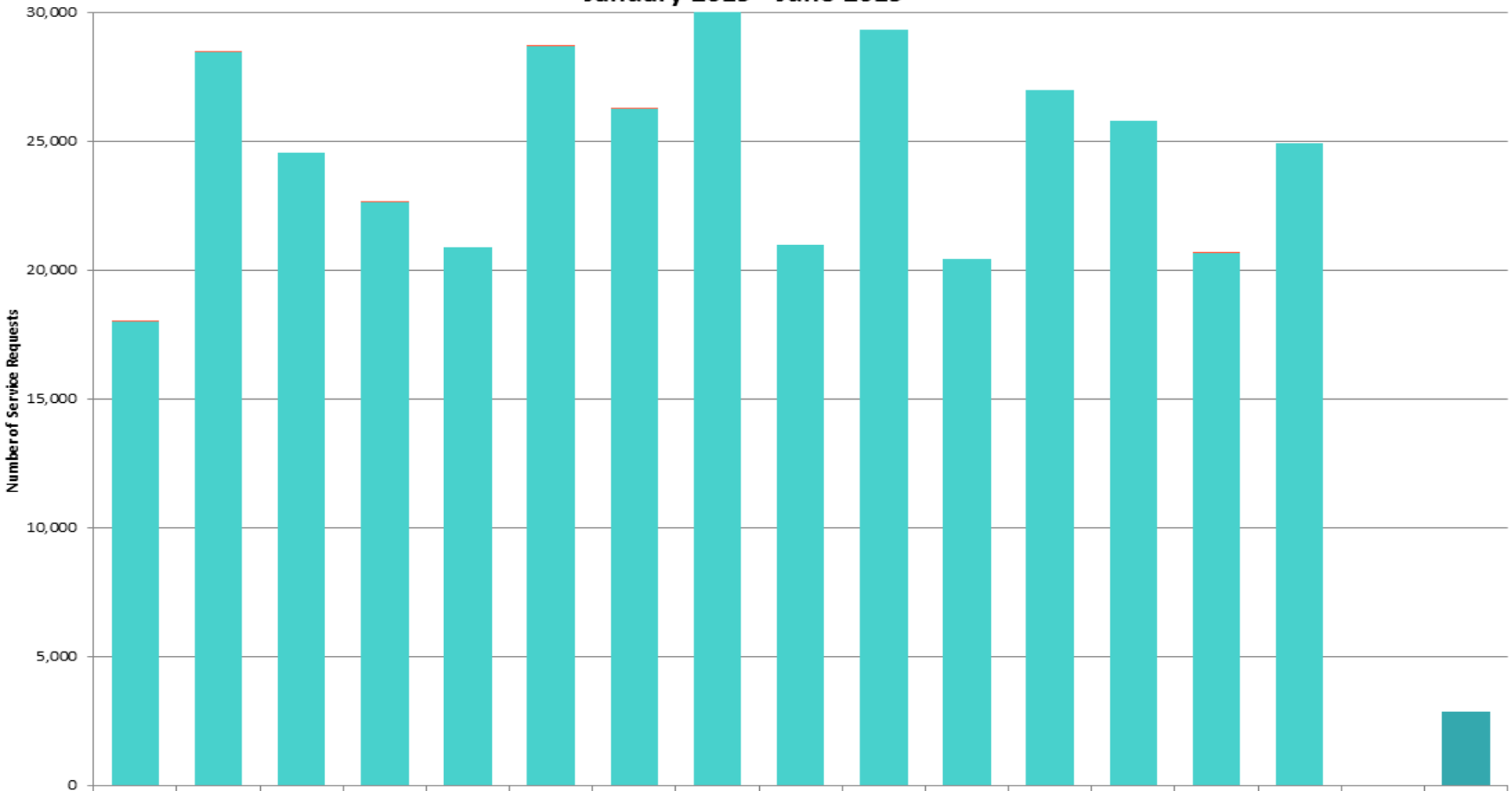
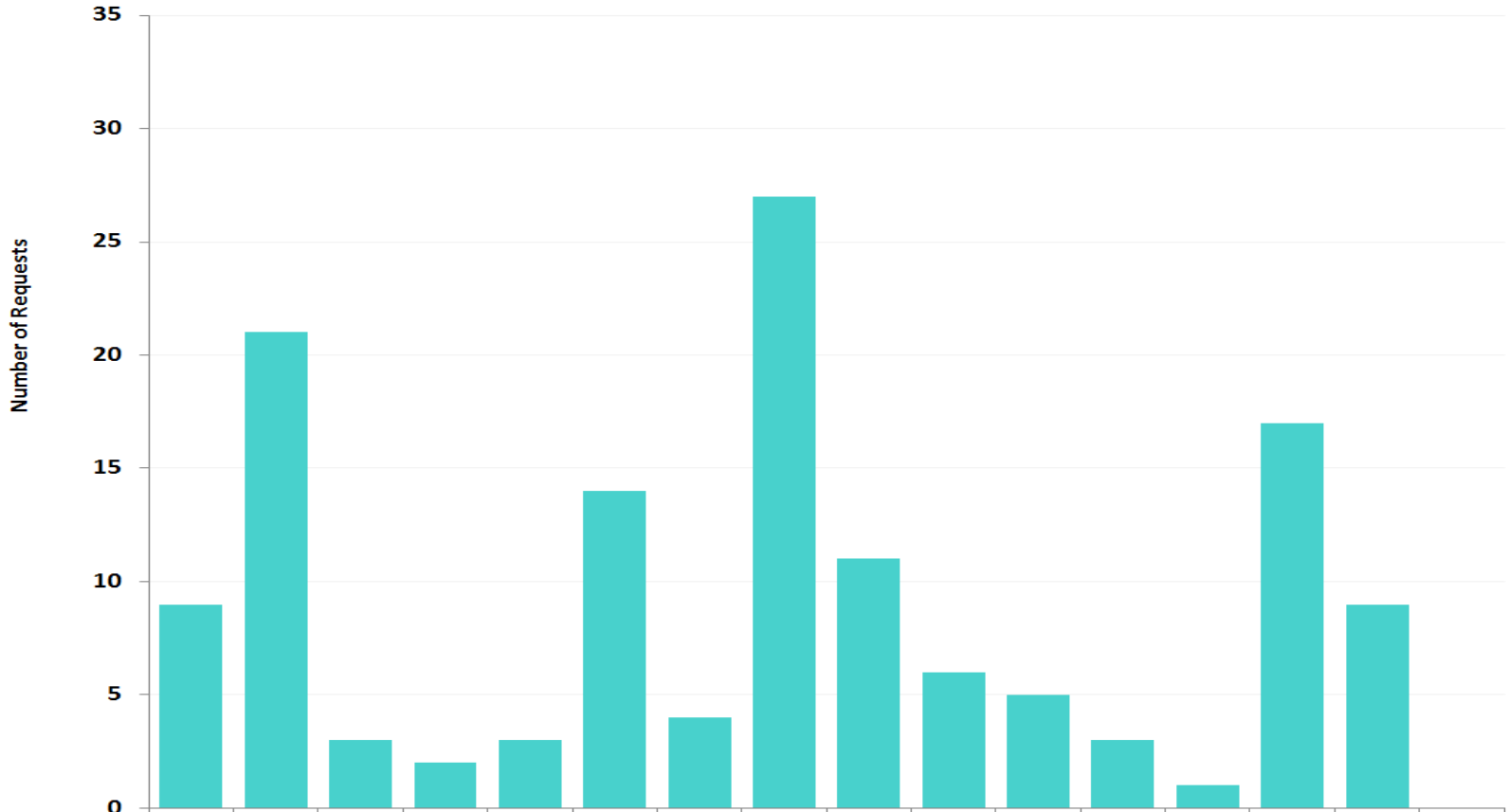
Bulky Item Collection Service Requests by Council District
January 2019 - June 2019



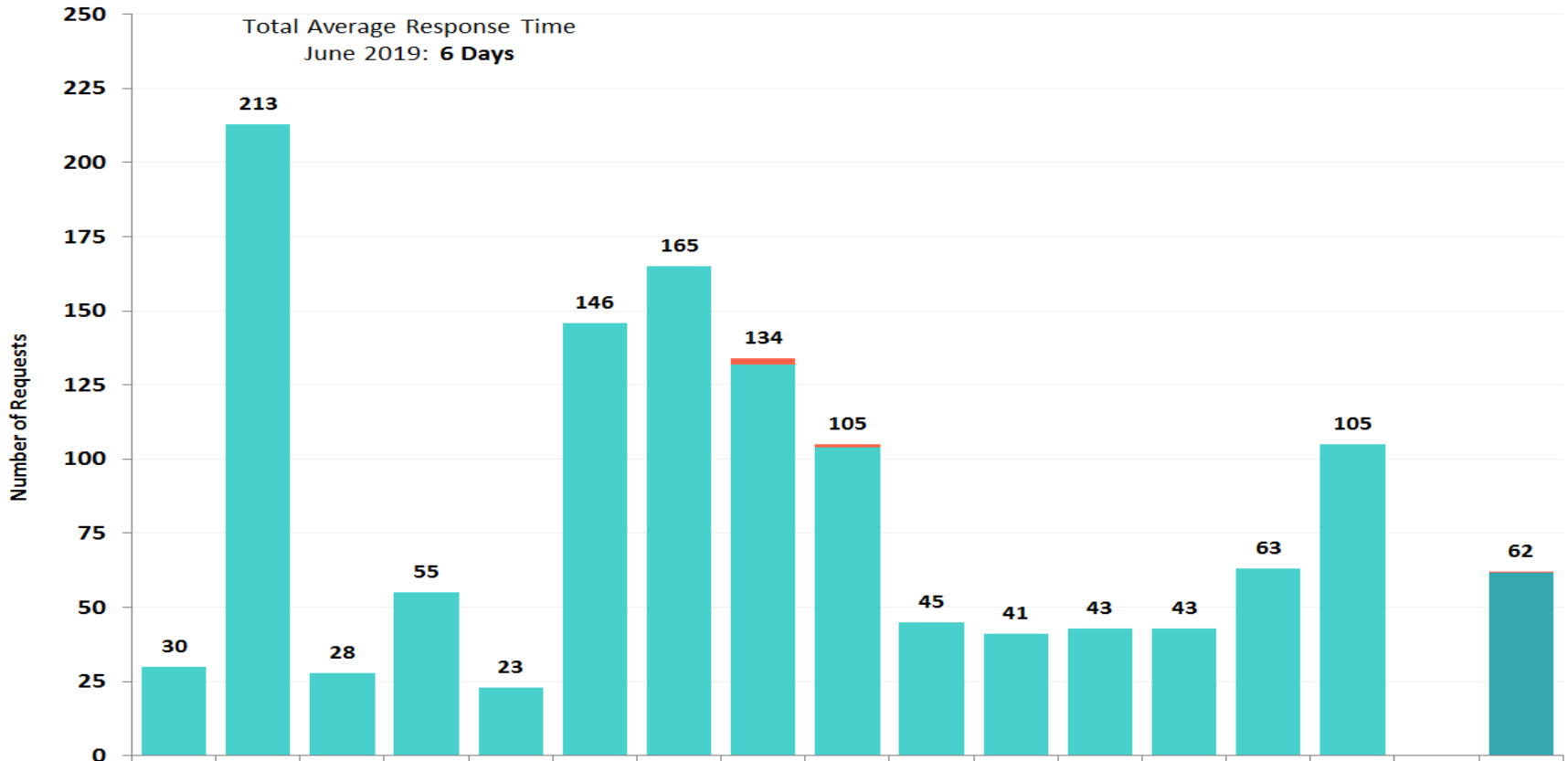
	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	18004	28429	24538	22625	20875	28666	26234	31882	20996	29300	20440	26986	25783	20651	24920	370329	2871
Pending/Open	1	5	0	2	0	4	4	0	0	0	0	0	0	1	0	17	0
Closed	18003	28424	24538	22623	20875	28662	26230	31882	20996	29300	20440	26986	25783	20650	24920	370312	2871

Weekly Snapshot 07/19/19: July CSLA Open/Pending Illegal Dumping Service Requests by Council District



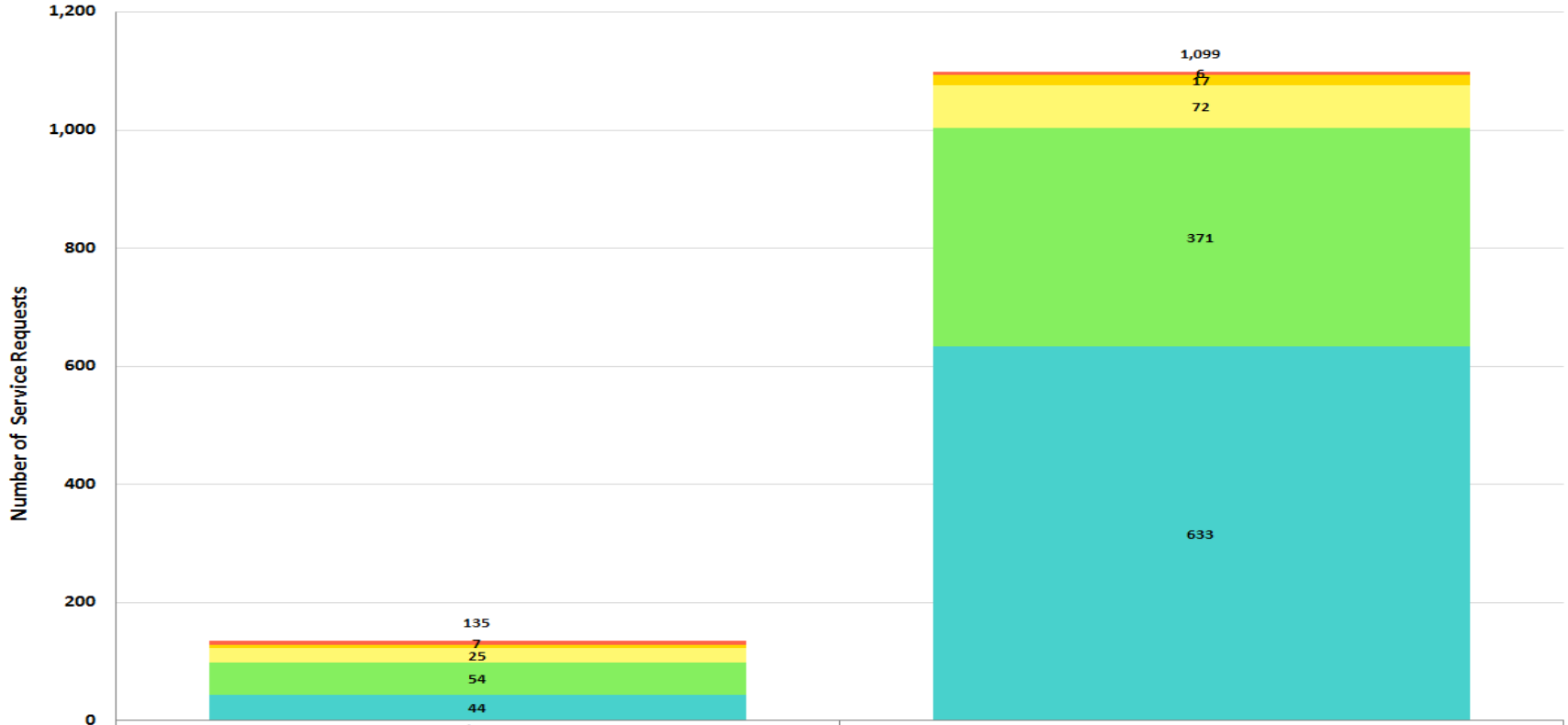
	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Illegal Dumping	9	21	3	2	3	14	4	27	11	6	5	3	1	17	9	135

MYLA311: Clean Streets LA Illegal Dumping Service Requests by Council District June 2019



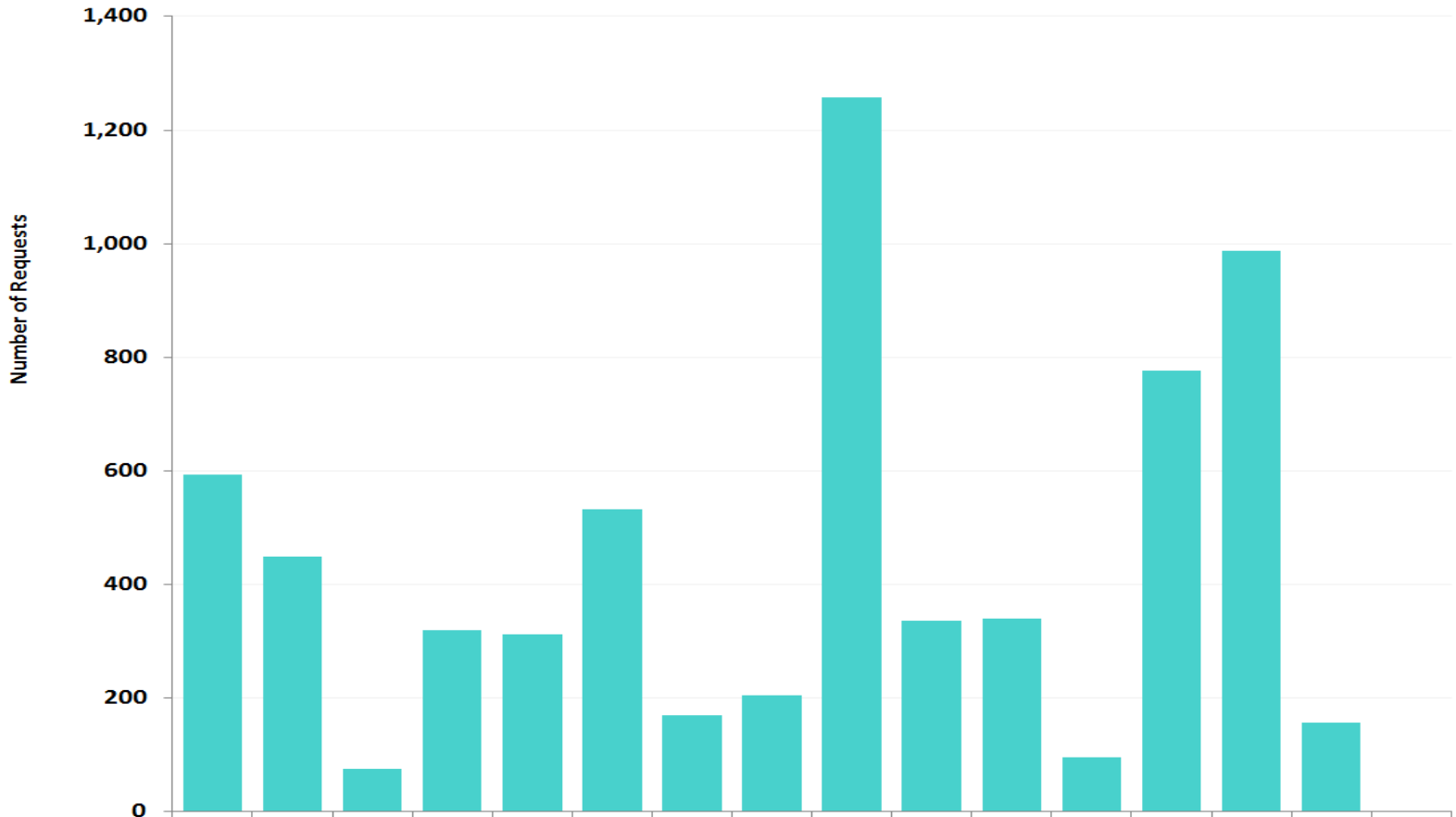
	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Pending	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	3	0
Closed	30	213	28	55	23	146	165	132	104	45	41	43	43	63	105	1,236	62
Total	30	213	28	55	23	146	165	134	105	45	41	43	43	63	105	1,239	62

Weekly Snapshot 07/19/19: July CSLA Illegal Dumping Service Request Ages Based on Ticket Creation Date



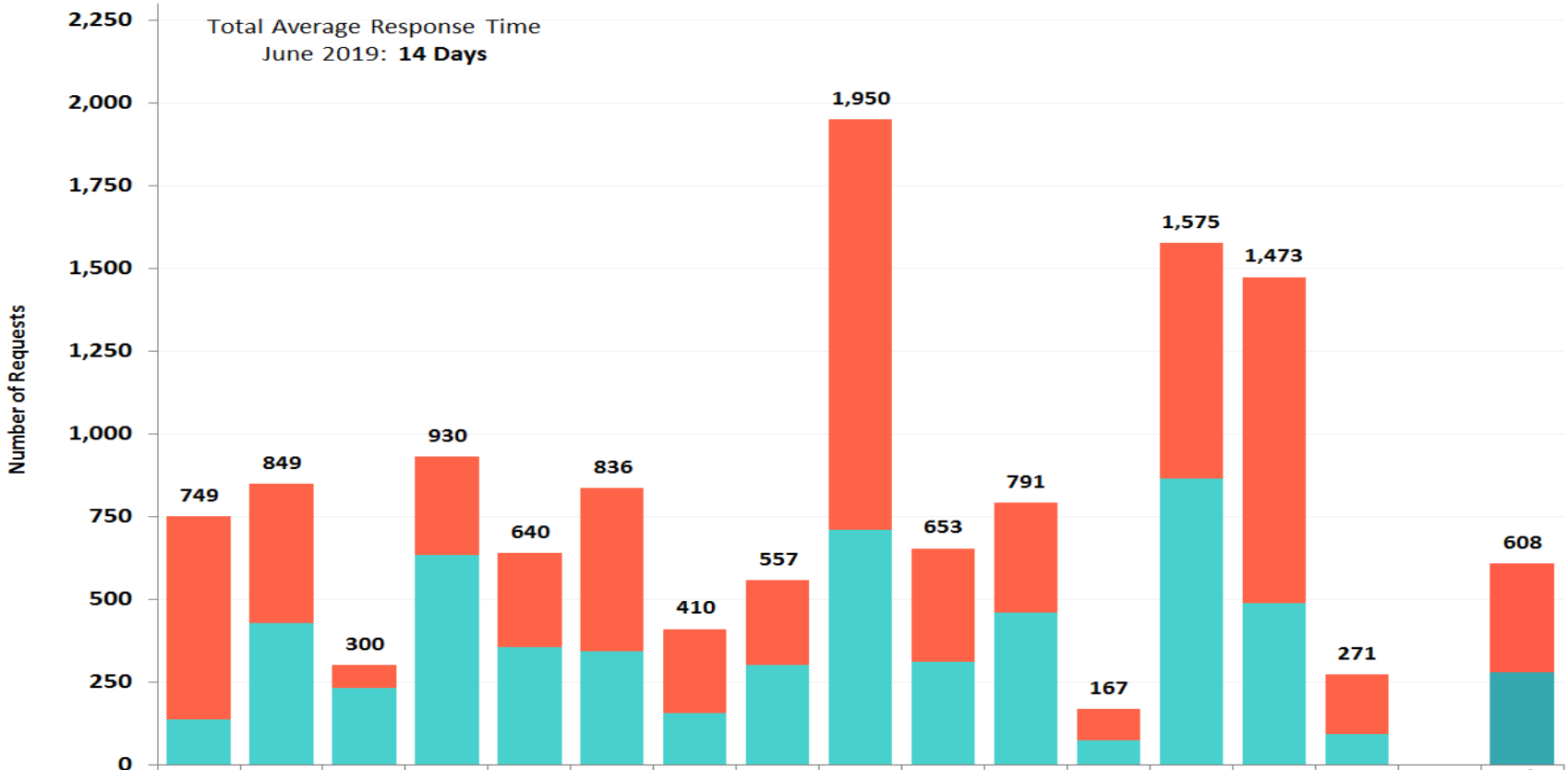
	Open/Pending	Closed in current month
22+ Days	7	6
17-21 Days	5	17
11-16 Days	25	72
6-10 Days	54	371
1-5 Days	44	633
Total	135	1,099

Weekly Snapshot 07/19/19: July CSLA Open/Pending Homeless Encampment Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Homeless Encampments	594	450	76	320	313	532	169	204	1,257	336	340	96	776	987	156	6,606

MYLA311: Clean Streets LA Homeless Encampment Service Request by Council District June 2019



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Total Pending	611	420	70	298	284	495	254	257	1242	343	333	94	712	985	178	6,576	329
Closed in June	138	429	230	632	356	341	156	300	708	310	458	73	863	488	93	5,575	279
Total	749	849	300	930	640	836	410	557	1,950	653	791	167	1,575	1,473	271	12,151	608

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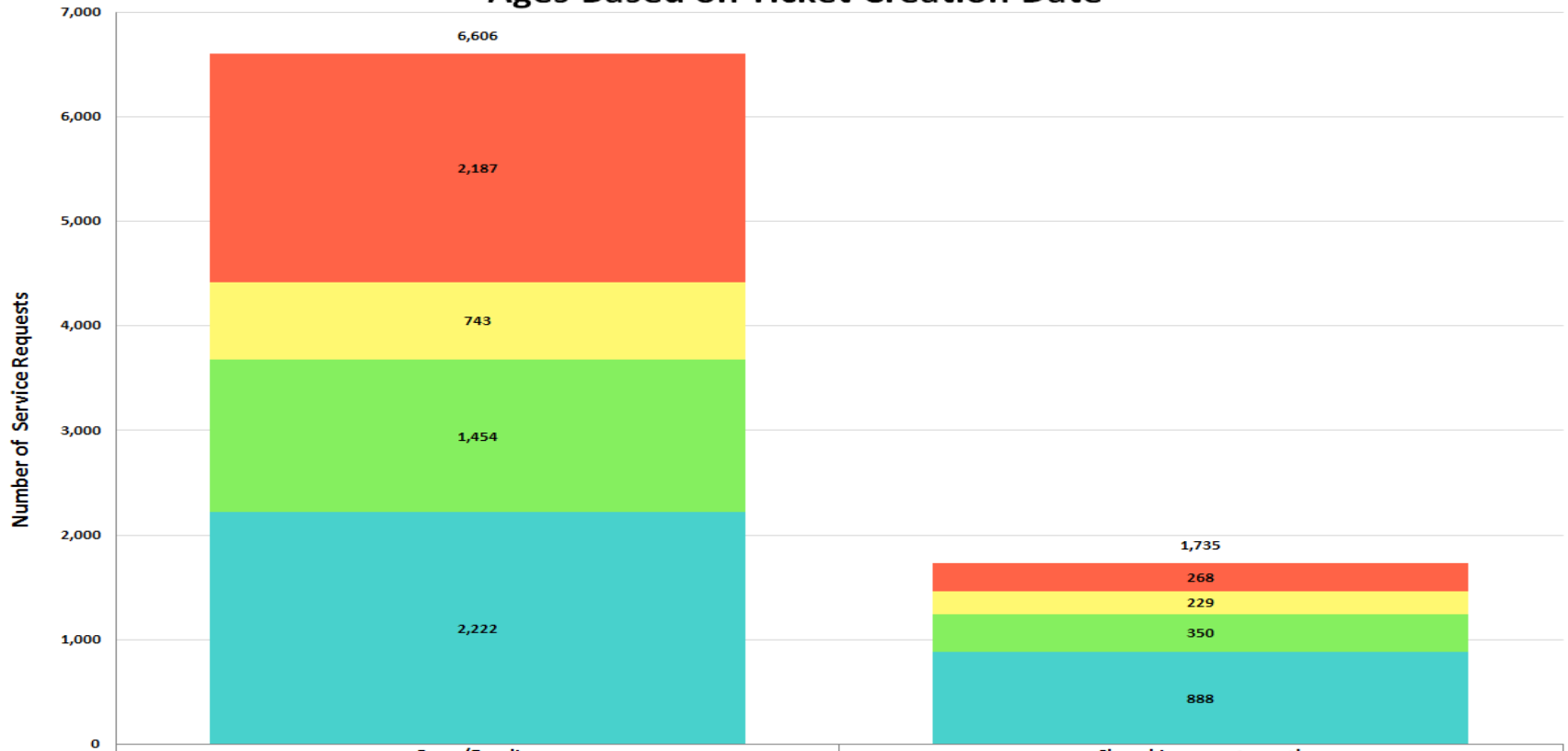
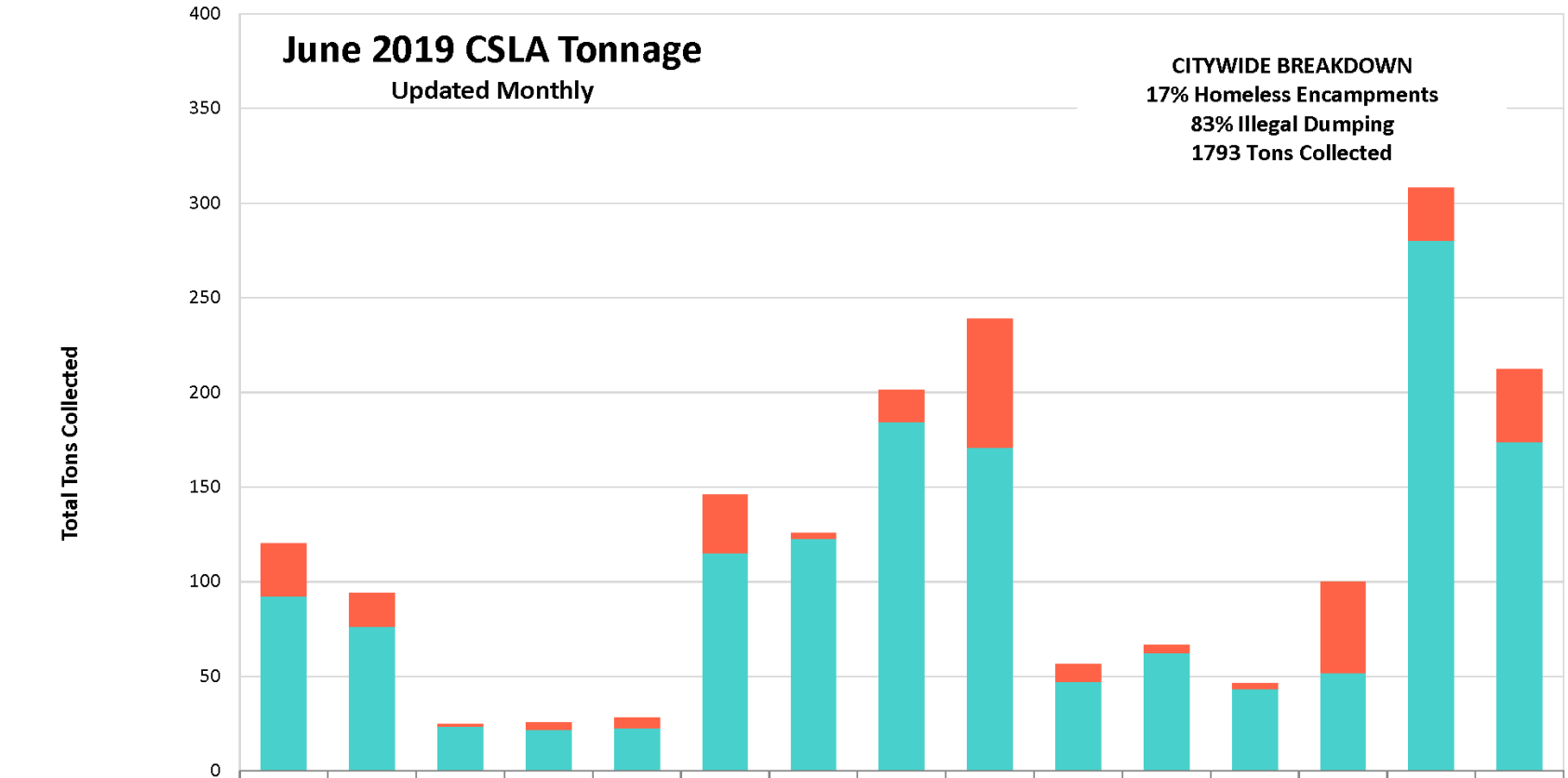
Weekly Snapshot 07/19/19: July CSLA Homeless Encampment Service Request Ages Based on Ticket Creation Date



	Open/Pending	Closed in current month
91+ Days	2,187	268
61-90 Days	743	229
31-60 Days	1,454	350
1-30 Days	2,222	888
Total	6,606	1,735



	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	CD15
Homeless Encampments	27.83	17.67	1.40	3.92	5.33	31.09	2.93	16.96	67.89	9.09	4.01	2.96	48.06	27.69	38.33
Illegal Dumping	92.21	76.20	23.33	21.81	22.78	114.98	122.77	184.46	170.98	47.20	62.45	43.20	51.74	280.29	173.86
Grand Total	120.04	93.87	24.73	25.73	28.11	146.07	125.70	201.42	238.87	56.29	66.46	46.16	99.80	307.98	212.19

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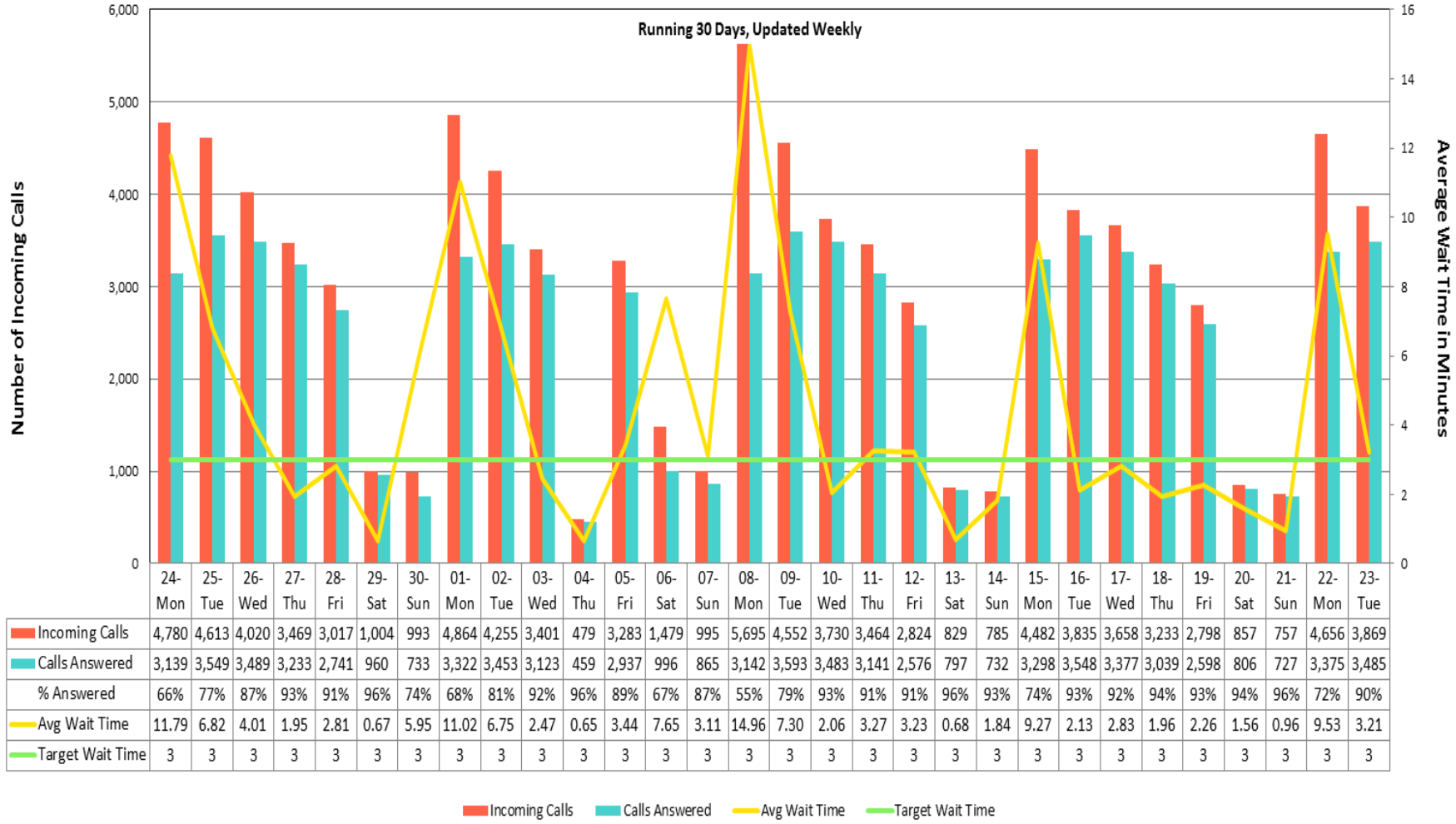
Customer Care Center Call Volume and Wait Times: June 24, 2019 to July 23, 2019



	24-Mon	25-Tue	26-Wed	27-Thu	28-Fri	29-Sat	30-Sun	01-Mon	02-Tue	03-Wed	04-Thu	05-Fri	06-Sat	07-Sun	08-Mon	09-Tue	10-Wed	11-Thu	12-Fri	13-Sat	14-Sun	15-Mon	16-Tue	17-Wed	18-Thu	19-Fri	20-Sat	21-Sun	22-Mon	23-Tue
Incoming Calls	4,780	4,613	4,020	3,469	3,017	1,004	993	4,864	4,255	3,401	479	3,283	1,479	995	5,695	4,552	3,730	3,464	2,824	829	785	4,482	3,835	3,658	3,233	2,798	857	757	4,656	3,869
Calls Answered	3,139	3,549	3,489	3,233	2,741	960	733	3,322	3,453	3,123	459	2,937	996	865	3,142	3,593	3,483	3,141	2,576	797	732	3,298	3,548	3,377	3,039	2,598	806	727	3,375	3,485
% Answered	66%	77%	87%	93%	91%	96%	74%	68%	81%	92%	96%	89%	67%	87%	55%	79%	93%	91%	91%	96%	93%	74%	93%	92%	94%	93%	94%	96%	72%	90%
Avg Wait Time	11.79	6.82	4.01	1.95	2.81	0.67	5.95	11.02	6.75	2.47	0.65	3.44	7.65	3.11	14.96	7.30	2.06	3.27	3.23	0.68	1.84	9.27	2.13	2.83	1.96	2.26	1.56	0.96	9.53	3.21
Target Wait Time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3